

## CURRICULUM VITAE

### Mohammad “Mike” Saljoughian

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Haslam College of Business  
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### EDUCATION

Exp. 2021	Ph.D.	Business Administration (Marketing) The University of Tennessee – Haslam College of Business
2015	M.B.A.	Marketing The University of Isfahan – Iran
2015	M.A.	Education Payam Noor University – Tehran, Iran
2007	B.S.	Civil Engineering Azad University of Najafabad, Iran

### RESEARCH INTERESTS

Quantitative Methods, Big data, Deep Learning, and Machine Learning (Digitization, social network marketing, Front-Line Employees, etc.)  
Consumer-based Strategy (emotions, sociocultural factors, etc.)

### PUBLICATIONS (Prior to Entering Ph.D. Program)

- Dabestani, R., Shahin, A., **Saljoughian, M.** and Shirouyehzad, H. (2016) ‘Importance-performance analysis of service quality dimensions for the customer groups segmented by DEA’, *International Journal of Quality & Reliability Management*, 33(2)
- Saljoughian, M.**, Allameh, S.M., Dabestani, R. and Rabbanimehr, M., (2014) ‘The relationship between critical success factors of total quality management and process improvement: a case study’, *International Journal of Business Excellence*, 7(3), pp.411-427.
- Moshabaki, A., Dabestani, R. and **Saljoughian, M.**, (2013) ‘Clustering employees on the basis of their cognitive and emotional knowledge and analysing their exploratory and exploitative innovations: a case study in a service company’, *International Journal of Business Innovation and Research*, 7(6), pp.679-698.

- Dabestani, R., Shahin, A., and **Saljoughian, M.** (2017). 'Evaluation and prioritization of service quality dimensions based on gap analysis with analytic network process'. *International Journal of Quality & Reliability Management*, 34(4), 530-548.
- Dabestani, R., Taghavi, A. and **Saljoughian, M.**, (2014) 'The Relationship between Total Quality Management Critical Success Factors and Knowledge Sharing in a Service Industry', *Management and Labour Studies*, 39(1), pp.81-101.
- Allameh, S.M., **Saljoughian, M.**, Dabestani, R. and Khajeh, E., (2013) 'The relationship between employees' level and type of innovation and their cognitive and emotional knowledge', *Journal of Applied Sciences and Engineering Management*, 1(3), pp.32-43.
- Saljoughian, M.**, Ghandehari, M., Shirouyehzad, H., Dabestani, R. and Balouei, H., (2013) 'Performance Evaluation of OECD Countries by Data Envelopment analysis based on Science and Technology Factors', *Journal of Applied Science and Engineering Management*, 1(1), pp.24-35.
- Dabestani, R., Shahin, A., Shirouyehzad, H., and **Saljoughian, M.** (2017). 'A comparative study of ordinary and fastidious customers' priorities in service quality dimensions'. *Total Quality Management & Business Excellence*, 28(3-4), 331-350.
- Dabestani, R., Nahavandi, N. and **Saljoughian, M.** (2016) 'Predicting the progress trends of science and technology in Iran through a system dynamics approach', *Journal of Modelling in Management*, 11(1), pp. 116–133.
- Dabestani, R., Shahin, A., Shirouyehzad, H. and **Saljoughian, M.**, (2014) 'Prioritizing Service Organizations Based on Classified Service Quality Dimensions by MADM and Importance-Performance Analysis', *Shiraz Journal of Management System*, 2(1), pp. 51-71.

#### RESEARCH POSITIONS

2018 – Present	Graduate Research Assistant, Department of Marketing, University of Tennessee Kelly Hewett, Associate Professor of Marketing
2017 – 2018	Graduate Research Assistant, Department of Marketing, University of Tennessee Neeraj Bharadwaj, Associate Professor of Marketing
2017 – 2018	Graduate Research Assistant, Department of Marketing, University of Tennessee Yazhen "Sophie" Xiao, Assistant Professor of Marketing

#### LANGUAGES

Fluent in written and spoken English and Persian.  
Basic knowledge of French and Italian.

### TEACHING EXPERIENCE

- 2018                      Guest Lecturer  
Marketing Research  
MBA Program – University of Tennessee
- 2018                      Lecturer  
Demand Management (Introduction to Marketing)  
Undergraduate Business Majors – University of Tennessee
- 2012 –  
2013                      Part-time College Lecturer  
Specialized Subjects of English to the university Students  
majoring in Translation, Literature, and Teaching English
- 2004 –  
2012                      Instructor  
Institutes of Higher Education - Iran

### INDUSTRY EXPERIENCE

- 2016 –  
2017                      Senior Expert – International Business Development Department  
Market Research
- 2014 –  
2016                      Expert – Commerce, Business, and Marketing Department,  
Market Research, Feasibility Studies, Business Plans
- 2013 –  
2014                      Civil Engineer
- 2007 –  
2009                      Civil Engineer

### REFERENCES

- Prof. Richard P. Bagozzi  
Ross School of Business, University of Michigan;  
Email: bagozzi@umich.edu, Tel: (734) 647-6435
- Prof. Alex R. Zablah  
Haslam College of Business, University of Tennessee;  
E-mail: azablah@utk.edu, Tel: (865) 974-1629
- Dr. Kelly Hewett  
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